Standard Operating Procedures

Administration of the Broad Information Technology and Telecommunication Services (BITS II) Contract

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TABLE OF CONTENTS

1.0 INTRODUCTION

An integral part of the FAA's mission depends upon the availability and reliability of Information Technology (IT) and Telecommunication services. The Broad Information Technology and Telecommunication Services (BITS II) contract was implemented to address this need. The BITS II contract achieves this objective by providing a fast and effective contract vehicle for acquiring state-of-the-art IT and Telecommunication support services. The contract also supports the FAA's Small Business, and Socially and Economically Disadvantaged Business goals, and meets FAA commitments to reduced procurement time and cost. The procedures outlined in this document are designed to further these objectives by establishing simplified standards and procedures for the administration of the BITS II contract.

2.0 BACKGROUND

BITS II is an FAA multiple award $1.75 billion dollar Indefinite Delivery Indefinite Quantity (IDIQ) contract that provides support in 12 functional areas. BITS II was a competitive acquisition, and its resultant "best value" award contracts are limited to the Small Business and Socially and Economically Disadvantaged Business community.

3.0 PURPOSE

The purpose of this document is to provide an overview of the BITS II contract to assist Contractors, BITS II Team members, and Customers in the effective and efficient management of the contract.

The processes reviewed in this Standard Operating Procedure (SOP) include: contract and Task Order processing and management, non-DOT, reimbursable agreements, invoice processing, roles and responsibilities, contract reporting requirements and deliverables, administrative handling fees, and a summary of security requirements.

This document is intended for use by customers (Technical Officer's Representatives (TOR) and Alternate TOR), BITS II contractors and sub-contractors, and all BITS II Team members including the Contracting Officers (CO), Contract Specialists, Contracting Officer's Technical Representative (COTR) and Alternate COTR, and the ATO-A/IT BITS II Team (Government employees and contractor support.)

4.0 OVERVIEW

The BITS II contract was designed to meet the FAA's IT and Telecommunication service requirements in a timely and efficient manner. The BITS II Team's commitment is to issue most Task Orders and modifications in less than 6 weeks subject to submission of the completed Task Order Package (see section 5.1). More complex requirements and reimbursable agreements will require additional time.

Task Orders will be compared among two or more BITS II Contractors. No Task Order award under the BITS II contract will be protested.

The FAA anticipates that the Contractor teams will engage in ongoing marketing efforts to FAA Customers. The amount of proposed Task Orders the Contractor teams receive above the guaranteed minimum amount will be influenced by the success of these marketing efforts. The FAA BITS II team will promote the contract generally, through customer outreach and printed materials.

Contractors may elect not to accept a Task Order for work outside of the Washington, D.C. metropolitan area, or when Task requires subcontracting outside the team.

The guaranteed minimum under this contract is $20,000 for each prime Contractor. There is no additional guaranteed minimum for any option year exercised. The Government at its discretion, on a contract-by-contract basis, will determine whether option years will be exercised, and the contract value increased, based on level of activity and satisfactory performance.

5.0 TASK ORDER PROCESS

5.1 Overview

BITS II is an "IT and Telecommunication Services Task Order Contract". Task Orders are issued in response to Customer requests and submission of all required documentation. Depending on the complexity of the Task, and the adequacy of the documentation, a Task Order can be issued within 6 weeks. Complex Task Orders, or Reimbursable Agreements will take longer depending on the magnitude and complexity of the requirement. The Task Order package prepared by the technical office for actions over $100k is comprised of the following required information: the **Statement of Work (SOW),** the **Independent Government Cost Estimate (IGCE),** the **Procurement Request (PR)** or **Funding Authorization Letter**, the **TOR Nomination Form**, any **Special Considerations** for the conduct of a comparison and **Two Recommended BITS II Prime Contractor Teams** that should participate in the comparison, with rationale. This Task Order Package is reviewed and finalized by the COTR and CO who selects **Four Additional Prime Contractor Teams** to participate in a comparison. The six selected Teams then participate in a comparison leading to the issuance of a BITS II Task Order.

The Task Order package prepared by the technical office for actions up to and including $100k is comprised of the following required information: the **Statement of Work (SOW),** the **Independent Government Cost Estimate (IGCE),** the **Procurement Request (PR)** or **Funding Authorization Letter**, the **TOR Nomination Form**, and a desk analysis considering three BITS II prime contractor teams and recommending one team for the task order. The Contracting Officer reviews the package and, as appropriate, proceeds with the award.

The Task Order processes in this SOP apply to all FAA BITS II users. However, other DOT and Government Agencies will be treated on a case-by-case basis, as they are required to follow the Federal Acquisition Regulation (FAR) process. Where the Customer is not an FAA user, the CO/COTR will issue a **Reimbursable Agreement** to make the Customer's funds available to the FAA. Procedures for Doing Business Outside the DOT and completing the Reimbursable Agreement are discussed in Section 6.0 of this document.

5.2 BITS II Comparison Process for actions over $100,000.00

For actions over $100k, the following comparison process will be followed leading to award of a task order. Technical offices and the Contracting Officer have the discretion to identify technical capabilities, past performance, current workload, pricing and possibly other factors to review during the comparison process. The average comparison will include six contractor teams.

The established contract rates have already been determined to be fair and reasonable by virtue of the BITS II competitive award process. Therefore, while cost may be a determining factor in the award of a task order, any market surveys conducted will compare only BITS II Contractors.

Comparison TOR/Customer Responsibilities

- The TOR/Customer shall submit a signed TOR Nomination form to the COTR/CO for each Task established under BITS II.
- The TOR/Customer shall submit a complete SOW.
- The TOR/Customer shall have sufficiently defined criteria (specific or special considerations) to form a rational basis for evaluating Contractors, and shall lead the technical review of participating Contractors.
- The TOR/Customer shall identify two prime contractor teams with rationale to be considered for the comparison.
- The TOR/Customer, with the assistance of the CO/COTR will prepare a brief written summary of findings (comparison report).
- The TOR/Customer or Contracting Officer will determine the Contractor to perform the work.

The Comparison Process: BITS II Team Responsibilities

- The CO/COTR will work with the TOR/Customer, to assist in identifying the two contractor teams the TOR/Customer recommends, as necessary.
- The CO will identify an additional four contractor teams to be invited to participate in the comparison for a total of six teams.
- The Contractors selected will be notified by the CO/COTR of the time and place to present/provide their capabilities to TOR/Customer and other members of the BITS II Team.
- The CO/COTR will assist the TOR/Customer in evaluating those Contractors presenting their capabilities. In evaluating the candidates, the following criteria may be considered:

- Related experience and capabilities
- Proposed costs
- Quality of oral presentations
- Past performance
- Current workload

➢ The CO/COTR will assist the TOR/Customer in selecting the Contractor that best meets the requirements.

➢ The BITS II Team will notify Contractors of selection.

➢ The BITS II Team will de-brief those Contractors not selected (if requested).

5.3 Preparation of the Task Order Package

The Program Office (TOR/Customer) initiates each proposed Task Order. The TOR identifies the requirements, and based on the requirements, prepares the SOW. The SOW is the basis for the IGCE. The Procurement Request (PR) is based on the IGCE. Use of the established BITS II contract rates is recommended in preparing the IGCE.

The TOR/Customer is encouraged to work closely with the BITS II Team during the preparation of the SOW. However, the TOR/Customer has primary responsibility for completing the documents included in the Task Order Package. All documents must be completed prior to submission.

The TOR/Customer is responsible for completing all Task Order Package documents prior to submission.

The Task Order Package documents shall be provided to the BITS II Contracts Team Lead.

The individual elements of the Task Order Package are discussed in the sections below.

The Task Order Process: TOR/Customer Responsibilities

➢ The TOR/Customer is responsible for ensuring that the SOW, IGCE, PR or Funding Authorization Letter, and TOR nomination forms are correctly completed prior to submitting the documents to the BITS II Contracts Team Lead.

➢ The TOR/Customer shall complete the Risk/Sensitivity form, as applicable and as detailed in Section 8.0.

The Task Order Process: BITS II TEAM Responsibilities

- The BITS II Contracts Team Lead will designate a FAA Contracting Officer/Specialist responsible to review the task order package documentation. This individual will notify the technical office of any missing or inadequate documentation.
- Upon completion of the comparison the FAA Contracting Officer/Specialist will assign a Contractor Contract Specialist to enter Funding Authorization Letter information into PRISM, and forward the Requisition for approval and Fund Certification.
- Upon completion of the comparison process the FAA Contracting Officer will request a Workplan and the BITS II Contractor Contract Specialist will draft the Task Order in PRISM for CO review and approval.
- Copies of the Task Order and Workplan will be distributed to the Budget office, Payment office, Contractor, and TOR/Customer, and filed in the CO/COTR offices.

Contractor Responsibilities

- The Contractor is responsible for responding to comparison invitations it receives in a timely and adequate manner, if it wishes to be considered. Contractors are not required to respond to each invitation.

- The Contractor is responsible for ensuring that the submitted Workplan is timely, complete, accurate, and signed.

- The Contractor is responsible for ensuring that the Questionnaire for Public Trust positions is completed as per the Security requirements referenced in Section 8.

5.3.1 Statement of Work (SOW)

The SOW is a description of the technical requirements for a service to be performed. The SOW should be concise, specific, and detailed enough that the Contractor understands what is to be accomplished in the Task. In case of a legal action, the SOW is the document that will govern resolution. For this reason, the background/history and description of actions, deliverables and acceptance criteria must be must be clear, and specific, and ambiguity avoided.

The basic elements that must be included in the SOW are the **Introduction and Overview**, **Background**, **Scope of Work**, **Objectives**, **Requirements**, **Tasks**, **Schedule of Deliverables**, **Reporting Requirements, Period and Place of Performance and Criteria for Acceptance**.

Additional elements that may be included, as applicable, are; Security considerations, Facilities, Government Furnished Equipment (GFE), Management Plan, Travel, Supplies, Materials and Other Direct Costs (ODCs), and Delivery Specifications.

TOR/Customer Responsibilities

The TOR/Customer should ensure that the SOW meets all of the following requirements:

- The SOW must be within the scope of the 12 functional areas defined within the BITS II contract.

- The SOW should be written with sufficient clarity and detail to enable the BITS II Team and Contractors to understand the nature of the work to be performed. Each SOW sub-task should cover one functional area and describe all work to be performed and the associated deliverables.

- All elements of the SOW must be completed, using the BITS II templates as the standard.

- The Period of Performance should allow for a margin of error in timing. This avoids Modifications to extend the period of performance. For Task Orders that are to be incrementally funded, include both the full expected POP for the effort, as well as the POP for the incremental funding action.

- The Table of Deliverables shall include the following: All deliverables (documents, hardware/software or actions) as identified in the sub-tasks, due dates, and acceptance criteria. Acceptance criteria may include industry or government standards, templates, content descriptions or defined metrics.

- The Author, contact information and date of the SOW, and a version number.

BITS II TEAM Responsibilities

- Review the SOW to ensure that it is within the scope of the BITS II contract, and that it includes the necessary elements (see Statement of Work, SOW section 5.3.1)

- The BITS Contracts Team will notify the TOR/Customer if the documentation is insufficient.

- The BITS Contracts Team will notify the COTR if the work appears outside scope.

COTR Responsibilities

- The COTR shall resolve any questions as to whether the SOW is within scope.

5.3.2 Independent Government Cost Estimate

The **IGCE** details the labor and subcontractor requirements, subcontractor burden rate, ODCs (including products, materials, travel, etc.), administrative handling fee, and any other additional costs associated to the Task. The IGCE is the tool that the government uses to project the costs for a program. For this reason, the TOR/Customer shall prepare the IGCE without consultation with the Contractor. The Customer is advised to review labor rates from several sources, and should refer to the BITS II rates in preparing the IGCE. Independent evaluation of rates from several sources may indicate that negotiations with the Contractor for reduced labor rates and other direct costs are appropriate. Negotiation to reduce hourly or handling charges, as appropriate, is allowed.

For Task Order Actions that are incrementally funded, two IGCEs are required. The first IGCE shall estimate the CLINs and associated costs for the full expected POP. A second IGCE shall be submitted with each incrementally funded action, and shall include the CLINs and costs associated with the amount of the incremental funding only.

The Labor breakdown should include individual labor categories (for prime and subcontractors), the number of hours to be used in each labor category, the hourly rate for each contract line item, and the total cost by labor category. These figures together comprise the labor costs. The subcontractor burden rate should be shown as a separate line item. Where the work crosses contract years, divide hours and costs appropriately for each contract year. No other fees, General and Administrative (G&A) or handling charges may be added to the labor costs.

Other Direct Costs (ODCs) include products and materials such as goods, equipment, materials, training, or software to be purchased under the contract and leases or rentals. Such items should be identified as clearly as possible without specifying brand names or other limitations that may impede a cost effective purchase.

Travel includes all local, domestic, and international travel, and should be broken down by trip, to include airfare or any other transportation cost, hotel, per diem, car rental, parking, tolls, taxis, telephone, etc., to the extent practical. Contractors are bound by the Government Travel rates and regulations. In estimating travel, keep in mind that trips scheduled well in advance will obtain lower fares.

The Administrative Handling Fee for ODCs applies to travel, products and materials, as a percentage of the cost. The handling fee may be negotiated, but shall not exceed the percentage specified in the contract.

BITS II TEAM Responsibilities

- The BITS Contracts Team will compare the IGCE to the contract to ensure that the rates are the same as, or below those indicated in the contract.

- The BITS Contracts Team will also verify that the IGCE includes a complete cost breakdown.

5.3.3 Procurement Request (PR)

The Technical Office/Customer has the option of completing a **PR** within his or her office, or providing the BITS II Program Office with a **Funding Authorization Letter**. If a Funding Authorization Letter is provided, the BITS II Program Office will not issue a Task Order exceeding the amount specified and authorized by the Customer Organization. The Task Order total should closely match the amount specified in the IGCE.

TOR/Customer Responsibilities

- Where the Customer Organization processes their PR, all the BITS II required data elements must be included, including the contract number, Task Order numbers (if modifying an existing Task Order), and a brief statement of purpose. The PRISM Buyer Name box must the name of the Contracting Officer assigned to the task, and the "Mark For" text must list the name of the TOR, phone number and routing symbol. The Mail Invoice box should list the **FAA WA ACCTG OFC.**

- The PR should be routed to the appropriate, Approver, Fund Certifier, and Buyer in PRISM.

- The TOR/Customer should notify the Contracting Officer once the PR has been Approved, Fund Certified, and Routed the Contracting Officer's In Box.

- If the Customer submits a Funding Authorization Letter, the letter should include a valid appropriation code, labor categories and hours required, ODCs, Administrative Handling Fee, and the BITS 1% Administrative Fee. Each line item should include total dollar amount. Both Program Manager/IPT Lead's and Fund Certifying Officer's signatures are required on the letter. A Procurement Request WILL NOT BE GENERATED AND PROCESSED WITHOUT a Funding Authorization letter signed by both Program Manager and Budget Certifying Officer.

A PR cannot be generated without the Funding Authorization Letter.

- The amount listed on the PR or Funding Authorization Letter should match the amounts on the IGCE.

For all actions:

- PR amount should not exceed the amount authorized in the Funding Authorization Letter, and the following elements must be included:
  - Contract number
  - Task Order numbers (if modifying Task)
  - Appropriation code
  - A brief statement of purpose
  - The PRISM Buyer Name box must list **the BITS II Assigned CO**
  - The "Mark For" box must list **Technical Officer's Representative (TOR), Routing Symbol, and Telephone Number**
  - BITS - 1% Administrative Fee
  - Program Manager/IPT Lead signature
  - Fund Certifying Officer's signature

5.4 Workplan

The Workplan is the final component of the Task Order Package, and cannot be signed until the preceding documents are completed. The Workplan includes a cover sheet (including labor categories, labor hours, rates, other direct cost (ODCs) and Administrative Handling Fee); the SOW; and a detailed description of all deliverables and schedules (if not already included in the SOW). The Workplan must be delivered in three signed originals. A Workplan prepared for a no-cost modification that does not change the terms and conditions specified in the SOW need not include a copy of the SOW. If the period of performance changes as part of a no-cost modification, it will be addressed in the cover sheet of the Workplan.

Contractor Responsibilities

- The Contractor is responsible for ensuring that the Workplan is delivered in a timely manner, and includes the following information:
    - Title: FAA Contract Number, Task Order Number and Modification Number, if applicable.
    - Sub Title: CLINs included, Contract Number, Appropriation Code(s), Support Area (routing symbol), Order Amount (deobligations in parentheses), Date Submitted, and a brief Description of Work and Purpose of Modification (deobligate, reallocate hours, extend period of performance, etc.)
    - Body: A breakdown of costs by Direct Labor (contract labor category and subtotals for each category), Team Members/Subcontractors (rate and hours required), ODCs, Supplies/Materials with applicable administrative handling fee, and a History of Modifications.
    - Start Date: If this is a new Task Order, the start date should read “Contract Award.”
    - Period of Performance: For incrementally funded Task Orders, the full POP as well as the POP for the incremental funded portion shall be included.

- The Workplan must be delivered in three originals. Sign-offs include: the Contractor Contract Manager, the TOR, the COTR, and the CO. The BITS II Program Office will validate completion of Task Order Package, and if approved, a Task Order is issued.

BITS II TEAM Responsibilities

- Verify that the Workplan’s cover sheet includes the following information:
    - Title: FAA Contract Number, Task Order Number and Modification Number, if applicable.
    - Sub Title: CLINs included, Contract Number, Support Area (routing), Order Amount (deobligations in parentheses), Date Submitted, and a brief Description of Work and Purpose of Modification (deobligate, reallocate hours, extend period of performance, etc.)
    - Body: A breakdown of costs by Direct Labor (contract labor category and subtotals for each category), subcontractors (rate and hours required), subcontractor burden rate, ODCs, Supplies/Materials with applicable administrative handling fee, and a History of Modifications.

- Footer: Signature block with dates, to be signed in this order: Contractor, TOR, COTR, CO, and Contract Manager. At the bottom should the current and revised completion date (if applicable).
- Start Date: The Task should list the award date, if modifying existing Task. New Tasks should list "Award Date" as start date.
- Completion Date: The Task completion date should be accurate and allow for predictable delays. The completion date may be later than the date of the last deliverable. For incrementally funded Task Orders, the full POP as well as the POP for the incremental funded portion shall be included.

➢ When the Workplan is complete, obtain the Contractor Contract Manager, TOR, COTR, and the CO signatures on all originals.

5.5 Task Order Processing for Task Orders Over $100,000.00

BITS II TEAM Responsibilities

DAY 1:

TOR/Customer delivers an adequate/complete package, including an approved PR or Funding Authorization Letter, SOW, IGCE, TOR nomination letter, any special considerations and two recommended contractor teams for participation in a comparison.

DAYS 2-5:

➢ CO and Attorney review proposed package and invite contractor participation.
➢ A BITS II Comparison file is prepared with a "BITS II Task Order Tracking Sheet" to the outside of the file. This establishes an official BITS II Comparison file as well as tracking the status of the Task Order.

DAYS 6-13:

➢ Contractors submit responses to the comparison invitation

DAYS 14-27:

➢ TOR/CO/COTR review responses, prepare a comparison report and select a contractor for the task
➢ Award package is reviewed by FAA Attorney

DAYS 28-32:
➢ Selected Contractor is notified and a Workplan requested.
➢ The Contractor submits three signed originals of the Workplan.
➢ The TOR/COTR/CO review the Workplan for any discrepancies or necessary adjustments and sign, as appropriate.
➢ Contractor Contract Specialist prepares the Award draft for COTR/CO review

- Once the CO has Approved and Reserved the action in PRISM, a Final Printout of the Award is attached to each of the three copies of the Workplan.
- Enter the Task Order or modification into the e-BITS II database as pending, and update once the award is issued.
- Once the documents are signed, file the Task according to the "filing documents" section.

5.5.1 Task Order Tracking

As requisitions, or related documents are received and assigned for processing, enter the information into the eBITS II database: include the status of the action, whether pending documentation, or complete.

The database is maintained on a shared directory so that all team members are able to retrieve or enter information as necessary. Folders containing pending documentation are kept in an accessible pending file at the assigned BITS II Team member workstation.

5.5.2 Task Order Award and Distribution

Once the BITS II Task Order Package has been reviewed and approved by the BITS II Program Office (CO/COTR), the Task Order is awarded.

BITS II TEAM Responsibilities

- Distribute the documentation as follows:

  - FILE COPY + one extra copy with all corresponding documents will be filed in CO's office files.
  - COTR COPY will be filed the appropriate binder at COTR's desk, with all related correspondence.
  - TOR COPY will be delivered to the TOR listed on the TOR nomination sheet, via inter-office mail.
  - CONTRACTOR COPY will be sent via mail or Contractor will be contacted for pick- up.
  - BUDGET COPY will be sent via mail to the appropriate person listed on PR or Authorization Letter as Budget Certifier.
  - AFM COPY will be delivered to the accounting office.

5.5.3 Task Order Processing for Task Orders Up to $100,000.00

BITS II TEAM Responsibilities

DAY 1:

TOR/Customer delivers an adequate/complete package, including an approved PR or Funding Authorization Letter, SOW, IGCE, TOR nomination letter, and a desk analysis considering three BITS II prime contractor teams and recommending one team for the task order. The Contracting Officer reviews the package and, as appropriate, proceeds with the award.

DAYS 2-7:

- If a Funding Authorization Letter is submitted, generate a PR in PRISM.
- Prepare a BITS II Award file, and attach a "BITS II Task Order Tracking Sheet" to the outside of the file. This establishes an official BITS II Award file as well as tracking the status of the Task Order.
- Submit to the COTR/CO for review and approval.
- After COTR/CO approval, notify the Contractor of the request for services, provide the statement of work, Section B and request a Workplan.

DAYS 8-15:

- The Contractor submits three signed originals of the Workplan. FAA BITS Team compares the rates to the agreed contract rates listed on the BITS II website: http://www.faa.gov/aboutfaa/bits/, as well as reviews any exceptions questions regarding the SOW. COTR/CO resolve any exceptions with the TOR and Contractor, as appropriate.
- An Award draft is prepared and placed into a working folder, along with the three original copies of the Workplan, cleared of any exceptions
- The complete Package is submitted to the COTR and CO for signature.
- Once the CO has Approved and Reserved the action in PRISM, a Final Printout of the Award is attached to each of the three copies of the workplan.
- Task Order is entered into the e-BITS II database as pending, and update once the award is issued.
- Once the documents are signed, file the Task according to the "filing documents" section.

5.5.4 Task Order Tracking

As requisitions, or related documents are received and assigned for processing, enter the information into the eBITS II database: include the status of the action, whether pending documentation, or complete.

The database is maintained on a shared directory so that all team members are able to retrieve or enter information as necessary. Folders containing pending documentation are kept in an accessible pending file at the assigned BITS II Team member workstation.

5.5.4 Task Order Award and Distribution

Once the BITS II Task Order Package has been reviewed and approved by the BITS II Program Office (CO/COTR), the Task Order is awarded.

BITS II TEAM Responsibilities

- Distribute the documentation as follows:

- FILE COPY + one extra copy with all corresponding documents will be filed in CO's office files.
- COTR COPY will be filed the appropriate binder at COTR's desk, with all related correspondence.
- TOR COPY will be delivered to the TOR listed on the TOR nomination sheet, via inter-office mail.
- CONTRACTOR COPY will be sent via mail or Contractor will be contacted for pick- up.
- BUDGET COPY will be sent via mail to the appropriate person listed on PR or Authorization Letter as Budget Certifier.
- AFM COPY will be delivered to the accounting office.

5.5.6 Metrics

To track the processing time of each Award, processing time is measured in the eBITS II Database. This time is calculated from the first day an adequate and complete Task Order package is received through the Award issued date. This enables the staff to monitor the duration of processing time for all BITS II actions that are forwarded to BITS II Program Office for processing.

5.5.7 Processing of Modifications

BITS II TEAM Responsibilities

DAY 1:
TOR/Customer delivers an adequate/complete package, including an approved PR or Funding Authorization Letter, SOW describing changes in an introductory paragraph, and IGCE. The Contracting Officer reviews the package and, as appropriate, proceeds with the modification.

DAYS 2-5:

- If a Funding Authorization Letter is submitted, generate a PR in PRISM.
- Prepare a BITS II Award file, and attach a "BITS II Task Order Tracking Sheet" to the outside of the file. This establishes an official BITS II Award file as well as tracking the status of the Task Order Modification.
- Submit to the COTR/CO for review and approval.
- After COTR/CO approval, notify the Contractor of the request for a modification, provide the statement of work, Section B and request a Workplan.

DAYS 5-8:

- The Contractor submits three signed originals of the Workplan. FAA BITS Team compares the rates to the agreed contract rates for the contract and/or listed on the BITS II website: http://www.faa.gov/aboutfaa/bits/, as well as reviews any exceptions questions regarding the SOW. COTR/CO resolve any exceptions with the TOR and Contractor, as appropriate.

- An Award draft is prepared and placed into a working folder, along with the three original copies of the Workplan, cleared of any exceptions
- The complete Package is submitted to the COTR and CO for signature.
- Once the CO has Approved and Reserved the action in PRISM, a Final Printout of the Award is attached to each of the three copies of the Workplan.
- Task Order modification is entered into the e-BITS II database as pending, and updated once the award is issued.
- Once the documents are signed, file the Task according to the "filing documents" section.

5.5.8 Task Order Tracking

As requisitions, or related documents are received and assigned for processing, enter the information into the eBITS II database: include the status of the action, whether pending documentation, or complete.

The database is maintained on a shared directory so that all team members are able to retrieve or enter information as necessary. Folders containing pending documentation are kept in an accessible pending file at the assigned BITS II Team member workstation.

5.5.9 Task Order Award and Distribution

Once the BITS II Task Order Package has been reviewed and approved by the BITS II Program Office (CO/COTR), the Task Order is awarded.

BITS II TEAM Responsibilities

- Distribute the documentation as follows:

  - FILE COPY + one extra copy with all corresponding documents will be filed in CO's office files.
  - COTR COPY will be filed the appropriate binder at COTR's desk, with all related correspondence.
  - TOR COPY will be delivered to the TOR listed on the TOR nomination sheet, via inter-office mail.
  - CONTRACTOR COPY will be sent via mail or Contractor will be contacted for pick- up.
  - BUDGET COPY will be sent via mail to the appropriate person listed on PR or Authorization Letter as Budget Certifier.
  - AFM COPY will be delivered to the accounting office.

5..5.10 Metrics

To track the processing time of each Award, processing time is measured in the eBITS II Database. This time is calculated from the first day the Task Order package is received as adequate and complete, through the Award issued date. This enables the staff to monitor the duration of processing time for all BITS II actions that are forwarded to BITS II Program Office for processing.

6.0 TASK ORDER MANAGEMENT

6.1 Reimbursable Agreements, Outside of the Department of Transportation

The BITS II contract allows Task Orders to be issued to government offices outside the DOT/FAA, under the auspices of the Economy Act, 31 USC 1535. Where a Task Order is to be issued to another Federal Agency, two procedures are possible: 1.) The CO may delegate procurement authority to that agency through a Delegation of Procurement Authorization Letter. In this case, the Customer Organization assumes contract management and invoice payment responsibility and issues subsequent Task Orders. 2.) The CO may retain procurement authority. In this case, all procedures in this SOP apply.
In either case, the Customer Organization provides the FAA with the 1% administrative fee.

6.1.1 Reimbursable Agreements

The BITS II AFM Team is responsible to assist AFM with Reimbursable Agreements.

The BITS II AFM Team Members are:

Cyril Ogbenna, 202-267-7227
Anthony Randolph, 202-267-8989

The Reimbursable Agreement is the mechanism by which the FAA can retrieve funds from an agency outside the DOT/FAA. Currently, Monica Norman, AMZ-310 at (405) 954-7866 is the POC for information on or questions concerning Reimbursable Agreements.

Customer Responsibilities

- The TOR/Customer is responsible for delivering the funding documentation to the BITS II AFM Team. Funding documentation may include the Purchase Order, PR Military Interdepartmental Purchase Request (MIPR).

- The TOR/Customer shall transfer to the FAA the 1% administrative fee. The preferred method of transferring funds is through a Reimbursable Agreement that uses the On-line Payment and Collection System (OPAC). The 1% fee is collected in advance for all task orders/incremental funding.

- The TOR/Customer shall forward to the BITS II COTR copies of any Task Orders or Modifications issues under the Reimbursable Agreement.

BITS II TEAM Responsibilities

- Before completing the Reimbursable Agreement Form, contact the ASU-500 Budget Office to request budget authority for the amount to be reimbursed. This procedure is conducted by the ASU-500 Budget Office, and must be done before the Reimbursable Agreement Form is completed.

6.1.2 Completing the Reimbursable Agreement Form

BITS II TEAM Responsibilities

- Complete the Reimbursable form as follows:
  - Reimbursing organization: enter the address of the non-FAA financial Point of Contact (Customer POC). This information is to be provided by the Customer.
  - Organization to be reimbursed: enter the ATO-A IT Office of Acquisition and Businessl Services address.
  - Appropriation chargeable: this is the Customer's appropriation code, from which the funds will be taken. The Customer POC will provide this information.
  - Appropriation reimbursed: this is the FAA appropriation code in which the funds are to be placed. This number is to be provided by the FAA.
  - Effective date: enter "upon signature".
  - Cost:

    a) FY; enter the current Fiscal Year.

    b) Amount; enter the estimated amount, including both the Task Order cost and the 1% administrative fee if the FAA is to process invoices or just the 1% fee where the Customer will process invoices.
  - Summary: this is boilerplate language, the full text of which is included on the attached sample Reimbursable Agreement. At the bottom of the summary, include the dollar amount of the amount to be funded under this document, which is the same amount listed as the cost.
  - Authorized Approvals:

    a) Obtain the signature, date and title of Customer POC.

    b) Obtain the signature, date and title of the BITS II CO.

6.1.3 Reimbursable Agreement Financial Addendum

BITS II TEAM Responsibilities

- Fill out the Financial Addendum as follows:
  - Billing Office; FAA, POC, Budget Office, ASU-500 (POC currently Joey Gray (202) 267-8085.)
  - Bill to address; List the Address (of Customer accounting office) to which the invoice is to be sent, include a POC and telephone number.
  - DOT Project Officer; List the BITS II CO, Routing Symbol, and Phone Number (BITS II CO currently Mark Gazillo, ATO-A, (202)267-3231.

- Accounting Classification; List the Customer's appropriation code and Accounting Locator Code (ALC) number, as provided by the Customer POC.
- Project beginning date; List the expected Task Order start date.
- Project Ending date; List the expected Task Order completion date.
- Specific goods or services: include a brief description of the Task Order, and the organization to which services are to be provided. The Task Order title is usually sufficiently descriptive.
- Identify the Following:

  Billable charges: incorporate the language included in Appendix 2 where the Customer is to process invoices. Where the FAA is to process invoices, list the total Task cost.

  Method of computation: incorporate the language included in Appendix 2 where the Customer is to process invoices. Where the FAA is to process invoices, the charges are based on IDIQ labor hour charges and ODCs included in the BITS II contract.

  Estimated cost: list the total estimated cost and the amount to be incrementally funded, if applicable.

  Billing periods: incorporate the language included in Appendix 2 where the Customer is to process invoices. If the FAA is processing the invoices, enter "to start when Task Order is funded, to continue thereafter on a monthly basis."

  Documentation required by the user Agency: enter "The Task Order is attached."

➢ Deliver the completed form to AGC-520 (currently Bob Zuckerman (202) 267-3151) for legal review.

Once the Reimbursable Agreement Form is complete and has undergone legal review, the FAA reimbursable representative will issue a Reimbursable Agreement Number.

➢ Once this number is issued and entered on the Reimbursable Agreement Form, obtain the CO and Customer POC's signature.

6.1.4 Distribution

BITS II TEAM Responsibilities

➢ Distribute copies of the Reimbursable form as follows:
- FAA Accounting Office Representatives are Tinisha Williams at (405)954-2290 and Monica Norman at (405)954-7866. This office enters information into DELPHI, making fund retrieval possible.
- FAA Budget Office, ABU-200, (currently Joan Davis, ABU-200, (202) 267- 9057).
- ASU Budget Office (currently Joey Gray, ASU-500, (202) 267-8085).
- FAA BITS II Contracting Officer Team Lead (currently Debra Trott, ATO-A, (202) 267-3679).
- FAA BITS II COTR (currently Carmen Molina, ATO-A, (202) 267-8390).
- Customer Financial POC (if required).
- Customer/Technical Officer Representative (TOR).

6.2 Invoice Processing

The invoice procedures established for the BITS II contract are designed to assure prompt payment of all invoices, and to create an accurate and verifiable account of all government funds spent. In addition, these procedures allow the TOR time to review the charges with the Contractor prior to processing the invoice.

Contractor Responsibilities

- The Contractor shall submit monthly invoices (original and one copy), to the Federal Aviation Administration, Accounts Payable Branch, AFM-220, 800 Independence Avenue, SW., Room 533, Washington, DC. 20591. When submitting invoices personally, Contractors are advised to date stamp their invoices at the AFM inbox, located on the fifth floor, Room 533. The date stamp marks the date of official receipt. Payment is due 30 days from official receipt.
- In addition, prior to submission to AFM, Contractors shall provide the TOR with an advance copy of the invoice for review, with Certification Sheet attached.
- The Contractor shall provide a courtesy copy of the invoice(s) to the TOR for review and approval. The TOR shall submit the signed Certification Sheets(s) and submit to the BITS Program Office: ATTN: Sharonda Weston 202-267-7806.
- All invoice coversheets (SF 1034) must be clearly marked for BITS II in BOLD or red letters at the top of the page.
- The Task specific CO's name and routing symbol shall be entered on SF 1034 in the "Articles or Services" box. The information shall be in enlarged font and bolded so as to be highly visible.

6.2.1 Invoice Information

- The Contractor shall assure that the invoice includes the following information:
  - The Task number, total award amount and remaining balance for Task.
  - All charges shall be broken down to show current and cumulative charges, amount obligated, and balance.
  - Labor listed by labor category and CLIN number, hourly rate, and current amounts.
  - Subcontractor labor listed by labor category and CLIN number, hourly rate, and current amounts.
  - The subcontractor burden rate.
  - A list of direct supplies, materials, equipment, software, and any other ODCs, with quantity and cost of each item.
  - A receipt shall be provided for each item over $10.00.
  - Travel, including a breakdown of all actual travel and per diem expenses by traveler, by trip. All invoiced travel costs shall be supported by receipt. Nominal charges (under $10)

Charges may be rejected for the following reasons:

- **Items/CLIN is not in the Task Order as charged.**
- **Documentation is not provided.**
- **Charges are not clearly identified.**
- **Travel charges exceed allowed amounts.**
- **CLIN hours are exceeded.**

such as tolls, public transportation, and photocopying may be listed instead of providing a receipt.

- A copy of the electronic itinerary, or boarding stub and invoice to the Contractor from the Credit Card Company or travel agency may document air passage, include the award amount, current charges, and the cumulative costs of all invoices to-date.
- Any Administrative Handling charges shall be shown as a separate line item.

The Contractor shall maintain a readily accessible copy of the complete documentation to be made available at the FAA's request.

Failure to provide the required information shall be cause for rejection of part or all of the invoice.

Refer to the Section below for a description of allowable charges.

For questions regarding invoice procedures, allowable charges, payment or rejection of charges and TOR, COTR and CO approval, contact:

Sha-Ronda Weston (202) 267-7806

BITS II TEAM Responsibilities/AFM

The Contractor submits monthly invoices to the AFM-220 office, and to each TOR. The TOR's copy is submitted in advance, and shall include a Certification Sheet, which is to be signed and returned to the BITS Program Office.

- AFM processes the invoice as follows:
  - Enter the invoice information into the Invoice Tracking System (ITS).
  - Deliver one copy of the invoice, with SF 1034 cover sheet, to the BITS II invoice inbox (currently Sha-Ronda Weston's desk).

- When the invoice is returned to AFM by the COTR, process the invoice for payment as follows:
  - Allocate the funds from the proper appropriation codes, as designated in the Task Order.
  - Check the bottom of the SF 1034 for special payment instructions (designation of specific appropriation codes) or rejection or partial payment instructions.
  - Prepare a Batch for payment in DELPHI.

6.2.2 ASU Invoice Review

The Invoice Analyst (**currently** Sha-Ronda Weston**, (202) 267-7806)** is responsible for review of the invoice.

BITS II TEAM Responsibilities/Invoice Analyst

- Verify the following information against the Workplan:
  - The word **BITS II** printed or written clearly on the SF 1034 cover page of the invoice. The Task specific CO's name and routing symbol in the "Articles or Services" box.
  - Labor listed by labor category and CLIN number, hourly rate, and amounts. Generally, hours may not be charges in excess of those in the Task Order. However, this requirement may be waived on a case-by-case basis.
  - Prime labor and subcontractor labor CLINs, hours and charges must be shown separately, with separate subtotals.
  - The subcontractor burden rate must be shown as a separate line item.
  - A list of direct supplies, materials, equipment, software and special equipment, if any, with quantity and cost of each item, receipts or documentation for such items.
  - Travel, including a breakdown of travel and per diem expenses by traveler, by trip, and receipts for such items.
  - Current total amount invoiced, cumulative total amount of all invoices to date, and the remaining balance.

- Verify each line item against the amounts listed in the Workplan. No labor rates, or cumulative charges for ODCs may exceed the amounts listed in the Task Order.

- Verify that all invoiced **<u>travel costs</u>** are supported by receipt. Nominal charges (under $10) such as tolls or public transportation, may be listed instead of providing a receipt. A copy of the electronic itinerary, or boarding stub and invoice to the Contractor from the Credit Card Company or travel agency may document air passage.

- All travel charges are subject to Government travel restrictions, including but not limited to the following provisions:
  - First class travel is not allowed.
  - Lodging expenses and per diem are allowed at the government rates.
  - Personal expenses incurred while on travel are not allowable, except that laundry and limited telephone charges are allowed during travel over three days, subject to the government limits.
  - Purchase of alcohol and personal items is never allowed.

- Verify that the Administrative Handling Fee is charged only to ODCs.
  - The <u>Administrative Handling Rate for Products</u> applies to hardware, software, materials or other ODCs. This rate may be decreased through negotiation.

- If adequate documentation is not provided, call the Contractor to request additional information. If the Contractor does not respond within three days, reject the charges.

- If the invoice includes significant errors that make interpretation difficult, or if the Contractor does not respond within three working days, reject all or part of the charges as applicable.

Under no circumstances are charges for gifts, entertainment, or alcoholic beverages allowed under this contract.

- To reject all or part of the charges, write a brief description of the reason at the bottom of the invoice.

- Mark the invoice to indicate that it has been checked.

- Note any changes or instructions at the bottom of the SF 1034. Such information normally includes and explanation of any rejected charges, or instructions to accounting to bill specific appropriation codes.

The TOR/Customer is required to complete the Certification Sheet and forward it to the BITS Program Office. However, where the TOR/Customer has not forwarded the Certification Sheet, the following procedures apply:

- Contact the Contractor to determine if the delay is due to a dispute of the charges by the TOR/Customer.

- If the TOR/Customer has not forwarded a completed Certification Sheet to the Contractor, and is not disputing any charges, the BITS II Invioce Analyst will send an email with the following information:
    - Statement that the BITS II program office has not received the TOR/Customer Certification Sheet.
    - Contractor name and Task number.
    - Date and amount of invoice.
    - Request for Certification Sheet on or before 2 working days prior to due date.
    - "If no response is received to this email within five days, the invoice will be presumed correct and payment will be made. If the TOR finds any errors, adjustments will be made in the subsequent invoice."

- If TOR/Customer does not respond to the email by stated deadline, follow-up with a phone call.

- If TOR/Customer does not answer, leave a voice mail and document date and time of call on email.

- The Invoice Analyst will hand-carry a copy of the invoice where the due-date requires immediate processing.

- Once the BITS II Team receives the TOR/ Customer Certification Sheet from the Contractor, the invoice is processed as follows:
    - Deliver the invoice, with TOR Certification Sheet or email attached, to the CO for signature.

- The invoices shall then be placed in a designated folder and hand delivered to the CO's desk for signature.
- Following CO signature on the SF 1034, enter into the Invoice Tracking Spreadsheet the following: the CO's name and routing symbol, Contractor name, Task number, invoice number, and ABA Return Date
- Once the CO has signed the SF 1034 and returned the invoice, enter the invoice information into the e-BITS II database.
- Enter the return date into the Invoice Tracking Spreadsheet.
- File a full copy of the invoice and Certification Sheet in the BITS II invoice files.
- Deliver the signed SF 1034 to the BITS II AFM office no later than the "Must Return To ABA By" date printed in the upper right hand corner.

6.2.3 Invoice Certification

TOR/Customer Responsibilities

The Contractor submits an advance copy of the Task invoice to each TOR, with a TOR Certification Sheet attached.

The TOR/Customer reviews and either rejects, in part or whole, or approves the invoice for payment. The TOR must provide a legally sufficient written explanation for the rejection of any charges.

- The TOR/Customer shall review each invoice to assure that the services billed were received and satisfactory, and that the ODCs were charged appropriately.

- The TOR/Customer shall perform the Acceptance function in the PRISM procurement system. Acceptance training must be coordinated with the PRISM implementation team, 202-385-8020.

- The TOR/Customer shall process the Certification Sheet and forward it to the BITS Program Office. The TOR/Customer Certification Sheet authorizes the COTR to pay or reject invoices.

- The certification sheet must include the RELEASE, LINE, SHIPMENT , DISTRIBUTION, as well as the DELPHI code to which the invoice should be applied. This information can be found on the DELPHI Web Report: PO Summary, Report no. 12300, or 12305. If the TOR/Customer does not have access to these reports, s(he) must contact the Budget Officer, or DELPHI/Web Implementation Coordinator that is designated for his/her organization.

- The TOR/Customer, if rejecting all or part of the invoice, should first contact the Contractor for explanations or additional documentation.

- If the Contractor does not address billing questions appropriately, then the TOR/Customer should contact the BITS II office for additional information and clarification.

6.2.4 Rejecting an Invoice

TOR/Customer Responsibilities

- The TOR may reject any part, or the entire invoice. Should the TOR reject an invoice, he or she must first contact the Contractor to try to reconcile disputed charges, and if no resolution can be reached, the TOR must then provide a written justification to the CO within 7 days of receipt of the invoice. The following reasons are sufficient to reject an invoice:
  - The services or materials described in the invoice were not provided, or were worked by a different labor category than listed in the invoice.
  - The labor categories, hourly rates or ODCs differ from what was approved in the original Task Order.
  - The Task Order deliverables were unacceptable and returned to the Contractor by the TOR.
  - Travel, ODCs or other materials were not clearly identified in the invoice, or receipts or other supporting documentation was not provided with the invoice.

6.2.6 CO Responsibilities/Review of Invoice

The CO shall review the invoice to determine that the charges are consistent with the contract terms, and contains allowable charges that are subject to a contract audit.

Upon receipt of the invoice, the CO shall have one week to process the invoice. As received by the CO, the invoice shall already have been checked by the TOR, the Invoice Analyst and the COTR for full documentation, correct charges, and work, labor categories and ODCs as authorized and funded in the Task Order.

- To certify the invoice, the CO shall sign as indicated on the SF 1034, in the space provided for the "Authorized Certifying Officer."

- Make changes to the "TOTAL" line as necessary.

- Once approved, return the invoice to the BITS II In/Out box, where the Invoice Analyst will pick it up.

6.2.7 Invoices Under Reimbursable Agreements

BITS II TEAM Responsibilities

- In some cases, Tasks executed under a Reimbursable Agreement will stipulate that the TOR/Customer's office will process invoices. In this case, the invoice information is entered into both the DELPHI system, and the e-BITS II database, but the invoice is processed and paid within the TOR/Customer's office.

6.3 Task Order Close-Out

A Task Order may be closed when the work is completed, the funds have expired, or because the TOR/Customer determines that canceling the Task is in the best interests of the government. Finally, a Task Order may be closed for cause, which includes: failure to perform, misconduct, breech of security or illegal action.

TOR/Customer Responsibilities

If the TOR/Customer decides to close-out the Task Order before its completion or for cause, the TOR must notify the CO/COTR in writing. The CO will issue written notification to the Contractor of the FAA's intent to close.

Contractor Responsibilities

1. Upon completion of each task order, the Contractor shall communicate with the TOR to determine that all work was completed and accepted. For each contract year, the contractor shall submit the following report data:

   -Respective task order close out reconciliation data:

   -Reconciliation Report Contract Year/Date
   -Contractor's Name
   -Contract Number
   -Task Order Number
   -Total Task Order Value
   -Total Task Order Funded Amount
   -Total Amount Invoiced
   -Total Amount Paid To-Date
   -Final Invoice Amount (if $0.00 so state)
   -Total Amount of Funds Remaining (if $0.00 so state)
   -Total Amount of Excess Funds For De-obligation (if $0.00 so state)

2. The Contractor shall prepare a work plan (even if excess funds are less that $1.00) for submission to the task order TOR for de-obligation of excess task order funds. The task order will follow the usual BITS review and approval process. If excess funds are zero, submission of a work plan is not necessary.

3. The Contractor shall request property disposition for all task orders involving Government Furnished Property/Contractor Acquired Property. The request shall be made in writing and submitted to the TOR. The request shall include an inventory (description, quantity, location, value, condition) of property for disposition. The TOR will respond and provide written disposition instructions to the Contractor. The Contractor shall provide a copy of the

disposition request and TOR instructions to COTR for filing in the task order file.

4. At the completion of each task order, the Contractor shall turn in all badges issued by the FAA Security Office. The badge(s) shall be turned in to the BITS COTR. The badge turn-in shall be accompanied by a list of contractor personnel holding FAA badges, indicating the badge numbers and when they were returned to the COTR or FAA Security Office.

5. The Contractor shall prepare respective final task order invoice. The TOR and Contractor will agree that the final invoice is indeed final. It shall be marked Final Invoice or Final. The Contractor shall submit the invoice to the FAA for payment as instructed on the face page of the task order. A final invoice is still required for submission even though the amount may be zero dollars. The Contractor shall work with the BITS task order TOR and CO to ensure payment of the final invoice. The final invoice shall not be submitted for payment before paragraph one thru four above are accomplished (This may not apply to contract close out years one through four. It is recognized that many task orders have already been completed and the final invoice paid as appropriate.)

6.4 Contract Close-Out

Closing out the contract marks the official conclusion of work under the contract. Tasks awarded prior to the contract close out may be completed beyond the term of the contract at the CO's discretion. Permission to continue beyond the close out of the contract must be granted in writing by the CO.

Contractor Responsibilities

- The Contract Close out invoice is submitted in the same manner as the monthly invoices, with the following additions:
  - The invoice is clearly marked "final invoice" on the face page of the invoice.
  - The following additional data must be submitted with the final invoice:
    - Contractor's assignment of refunds, rebates, and credits.
    - Contractor's release.
    - Report of inventions and subcontracts, and of materials and software.
    - A list of all Government Furnished Equipment (GFE) and the intended time and place for return.

6.4.1 TOR/Customer Certification of Close-Out Invoice

TOR/Customer Responsibilities

- The TOR/Customer shall verify that all materials and software purchased with government funds, and all GFE is returned to the government.

6.5 Maintenance of Records

COTR Responsibilities

- The COTR shall maintain complete Task Order documentation for one calendar year. Following that time, the COTR shall place the Task Order records into archives for additional two calendar years following overall contract completion.

BITS II TEAM Responsibilities

- Hard copies of the Task Orders and contract modifications are maintained at both the CO and COTR offices.

- Check the CO/COTR files periodically to assure that all records are correctly filed and appropriately marked.

6.5.1 Reporting

Records Maintained in the e-BITS II Database include:

- Prime and Subcontractor Information
- Task Order Information
- TOR Information
- Invoice Information
- Contract Information
- Metrics Data

6.6 BITS II WEB Page

Corey Cofield coordinates the BITS II WEB page. Contractors wishing to add or change information on the WEB page should contact Corey Cofield at (202) 267-3210.

6.7 Year-End Actions

Many Task Orders are scheduled to end at the close of the Government Fiscal Year (September 30), but some cross Fiscal Years, have plans to extend the Task, or have remaining funds. The following provisions govern the circumstances under which work may continue for Tasks that terminate September 30.

6.7.1 Residual Funds and Completed Documentation

If residual funds from the previous Fiscal Year (FY) remain on the Task, and the BITS II Team has received both the PR and the completed Work Order to extend, work may continue so long as the residual funds are sufficient to cover the effort. No work using the next FY's funds may start until the Continuing Resolution Authority (CRA) is issued, or until Congress approves the budget.

6.7.2 Residual Funds with Incomplete Documentation

If residual funds from the previous FY remain on the Task, and the BITS II Team has received the PR but has not received a completed Work Order to extend, work may continue so long as the residual funds are sufficient to cover the effort, with the understanding that the completed

Work Order will be delivered no later than one week into the new FY. Again, no work using the next FY's funds may start until the Continuing Resolution Authority (CRA) is issued, or until Congress approves the budget.

6.7.3 Residual Funds and No Documentation

If funds remain on the Task, but the BITS II Team has received neither the PR nor the Work Order, the Contractor should cease work until the paperwork is completed.

6.7.4 No Residual Funds and No Documentation

If no funds remain on the Task, and the BITS II Team has received neither the PR nor the Work Order, the Contractor should cease work until the paperwork is completed. Absent funding, the Contractor would be working at risk, which is prohibited under the BITS II contract.

7.0 CONTRACT MANAGEMENT

7.1 Roles and Responsibilities

7.1.1 Contracting Officer

CO has the overall responsibility for this contract. The CO is authorized to act on behalf of the Government to modify contract terms, conditions, requirements, specifications, and delivery schedules.

Only the Contracting Officer has authority to:

- Direct or negotiate any changes in the contract
- Modify or extend the contract period
- Change the terms and conditions of the contract
- Issue contract modifications and issue Task Orders
- Issue stop-work orders or other legal corrective action

Any work undertaken without prior written consent from the CO is at the Contractor's risk, is not approved, and will be subject to non-payment, as per sections H and L of the contract.

BITS II Contracting Officers (CO) and Contract Specialists:
Debra Trott, Contracts Team Lead, 202-267-3679
Mark Gazillo, Senior Contracting Officer, 202-267-3231
Serena Pitt, Journeyman Contracting Officer, 202-493-5464
Sharonda Davis, Contract Specialist, 202-267-7326
Shermaine Butler, Contract Specialist, 202-267-9191

7.1.2 Contracting Officer's Technical Representative (COTR)

The BITS II contract has one COTR. The COTR has primary responsibility for the management of the BITS II contract. The COTR serves as the Technical Contract Manager for the BITS II Tasks, and reports directly to the ATO-A IPT Lead/Program Manager. The COTR works closely with the CO, the TOR and the Contractors during the pre-award phase, and throughout the life of the Task.

Generally, the COTR provides technical direction and advice to the CO, TOR and Contractors on all contract-level issues, assists in the resolution of all major issues, and maintains open communications. The COTR interprets, reviews, and recommends approval of technical and contractual matters, as well as contract and Task Order requirements; provides guidance on contract and Task Orders period of performance extensions, issuance of contract and Task Order modifications and proposed Task Orders, issuance of stop-work orders or other legal corrective action. The COTR also reviews and provides recommendation in the preparation of SOWs, reviews and approves documents supporting Task Order packages, monitors Contractor performance and costs, and assures that Contractors are meeting contract and Task Order deliverables. The COTR reviews and recommends approval of invoices, tracks the Contractor's performance, adherence to cost, schedule and status reports, and provides overall contract and Task Order quality assessments.

BITS II COTR:
Carmen Molina, (202) 267-8390, ATO-A

7.1.4 Technical Officer's Representative (TOR)

The TOR may be located in any organization throughout the FAA, Department of Transportation, or other government agency. Because BITS II is a Task Order contract, each Task must have an assigned TOR. The BITS II contract requires that all TORs be COTR-certified, and technically qualified to oversee the Contractor's performance.

The Customer's manager designates the TOR. The TOR works with the Contractor to lead the SOW development effort, independently prepares the IGCE, and processes the Funding Authorization Letter or PR. The TOR is responsible for coordinating all BITS II contract actions with the COTR.

The TOR does not have authority to issue any direction under this contract, either technical or otherwise, which constitute a change to the scope, conditions, price, delivery schedule, period of performance, or other contract and Task Order provisions. The TOR works through the COTR who has overall technical contract management responsibility.

7.1.5 Team Members/Support Contractors

The FAA BITS II Program Office has several support Contractors to assist the COTR, CO, and Accounting Office with Contract Management functions. The responsibilities of the support Contractors include facilitating communications between CO, COTR, and the Contractors; assisting in processing and reviewing invoices, issuing PRs and Task Orders, responding to and tracking Customer inquiries, evaluating Customer and Contractor surveys, and maintenance of the BITS II contract *eBITS* data.

7.1.5.1 Customer Support

Customer support is provided by the BITS II Team for general information on the BITS II contract, preparation of Task Order, and invoice processing.

7.1.5.2 Task Order Processing Team

The following Contractor Contract Specialists are responsible for processing PRs, Task Orders, and Contract Modifications:

Contractor Contract Specialists:
Corey Cofield, 202-267-3210
Maritza Blakely, 202- 267-7806
Tye White, (202 267-5751

7.1.5.3 Contract and Task Order Procedures and Documentation

The following contract support staff is responsible for information and assistance on BITS II procedures and documentation, Contractor proposal comparisons, invoice review and tracking, WEB page updates and information, coordination of **Contract Reviews** and **Program Reviews,** Outreach, and Customer surveys and evaluations:
Margaret Siebel, (202) 267-7444

7.1.5.4 Accounting Operations and Reimbursable Agreements

The following contract support staff is responsible for the BITS II accounting operations and reimbursable agreements:
Anthony Randolph, (202) 267-8989
Cyril Ogbenna, (202) 267-9005

7.2 CONTRACT REVIEW

The BITS II Team shall coordinate Contract Reviews twice yearly to disseminate information, and discuss contract issues and operational issues. All Contractors, the CO, COTR, and other interested parties attend the Contract Review. The CO and COTR address general contract issues followed by an open forum for comments and questions from the Contractors.

BITS II Team Responsibilities

The BITS II Team will coordinate the Contract Reviews:

- Coordinate date with CO and COTR, reserve suitable meeting room such as Bessie Colemen Center or Auditorium.
- Contact all Contractors to inform them of date and to request Agenda Items.
- Distribute Contractor's electronic copy of BITS II Team Services Survey.
- One week prior to Contract Review, work with CO and COTR to finalize Agenda and information packages for distribution. The information package should include a summary

of Task Order activity by Contractor, new contract information, and the latest survey results. The CO or COTR may provide you with other information to include in the package.

Contractor Responsibilities

- Contractors must submit Agenda items to the BITS II Team no later than five days prior to the scheduled Contract Review.

7.3. PROGRAM REVIEW

The Program Review will review Task Order progress, and shall be held for each requesting TOR/Customer who has a current active Task that has been in place for at least six months. The Program Review provides a status up-date on Task Order progress and issues. All Contractors presenting a TOR Task briefing should follow the established format. The TOR/Customer Task briefing will be scheduled for one-half hour for each Task.

The BITS II Program Office will:

- Coordinate the dates of the Program Reviews with CO and COTR, reserve suitable meeting rooms.
- Contact all Contractors to identify any conflicts in dates or special requirements.
- Contact all TORs/Customers with Tasks that are active and have active for at least six months to inform them of purpose of Program Review and schedule meeting dates.
- Distribute electronic copy of the BITS II Contractor and BITS II Team Services Survey.
- Notify Contractor of TORs requesting meeting. Check to assure that Contractors have the Program Review Information Package. Request that package be submitted one week before each meeting.
- Two days before Program Reviews, confirm place and time of meeting with TOR. Distribute schedule to TOR, CO, COTR, and other Team members who may attend.

Contractor Responsibilities

- No less then five days prior to the Program Review, the Contractor shall compile and submit the Program Review materials to the COTR for review.

7.4 EVALUATION

Timely and effective Customer service is the cornerstone of the BITS II program. For this reason, ongoing evaluation of the BITS II Team services and of the Contractor providing the services is essential. The BITS II program conducts two types of evaluations; 1) monitoring the amount of time between the receipt of a completed Task Order Package and award, and 2) conducting formal evaluations of the BITS II Team services through written surveys.

- The BITS II Team Service Survey evaluates the performance of the BITS II Team in terms of Customer service, knowledge of programs, assistance in the preparation of documents, and effectiveness in issuing the Task Orders. This survey is to be completed by both TORs/Customers and Contractors.

- The BITS II Contractor Survey evaluates BITS II Contractor performance in terms of quality of deliverables, skill of staff, adherence to budget and schedule, and effectiveness of management. This survey is to be completed by the TOR/Customer.

Completion and return of the surveys is critical to assure that the BITS II Team services meet Customer requirements in the most efficient manner. For this reason, the BITS II Team requests that Contractors and Customers/TORs return the completed survey within one week of receipt. Results of the survey will be published by the BITS II Team and will be available to current and potential Customers and to Contractors.

BITS II TEAM Responsibilities

The BITS II Team shall distribute the BITS II Team Service Survey to TOR/Customers and to Contractors, and the BITS II Contractor Survey to TOR/Customers.

The BITS II Team shall analyze and report the findings of the surveys.

TOR/Customer Responsibilities

- The TOR/Customer should respond to two surveys; the BITS II Team Service Survey, and the BITS II Contractor Survey.

- The Surveys shall be returned to the BITS II Team in hard copy or via e-mail within one week of receipt.

Contractor Responsibilities

The Contractor shall complete the surveys, and return them to the BITS II Team within one week of receipt

BITS II TEAM Responsibilities

- The BITS II Team will tabulate and report on the survey results at the Contract Review.

8.0 SECURITY PROVISIONS

The BITS II program has developed security guidelines in response to the Personnel Security

Program (Order 1600.1D), issued 2/5/1998, which applies to all DOT personnel, and all DOT Contractors, subcontractors and consultants.

The BITS II security guidelines include four steps: the first is completion of the Questionnaire for Public Trust Positions (SF-85P); the second is to notify to the CO of all personnel for whom an SF-85P and fingerprint form has been filed; third, the contractor shall provide a quarterly report of the security status of employees hired, or who are no longer on the Task Orders under the BITS II contract; finally, contractors are responsible for returning to the COTR any IDs issued under the BITS II contract upon termination or departure of a contractor employee or subcontractor. Where a contractor employee or subcontractor is dismissed or removed from a BITS II Task for cause, the Prime Contractor shall notify the CO and COTR within five business days of such action.

For clerical or administrative support staff that will not be working on site, and will not have access to DOT/FAA systems, data, facilities or resources, no security requirements apply.

8.1. Risk/Sensitivity Form

The "Position Risk/Sensitivity Level Designation Record" form establishes the level of clearance for contractor personnel working on BITS II Tasks. The BITS Program Office, in conjunction with the BITS Contracting Officer prepared Risk/Sensitivity Level forms for all 109 BITS II labor categories, and submitted the forms to FAA Security for review and approval. FAA Security responded and specified Risk/Sensitivity Level Designations for each of the 109 labor categories. Each BITS II contract will be modified to reflect the global (or contractual) Risk/Sensitivity Level Designation for each of the 109 labor categories in the contract. This designation is based on the generic description of work included in the BITS II SOW.

TOR/Customer Responsibilities

The TOR/customer **shall review labor category designations and indicate changes other than** contractually designated global Risk/Sensitivity Level Designations are appropriate for their specific Task Order and SOW. The TOR/customer may recommend a higher (or lower) designation level. This would require submission of new "Position Risk/Sensitivity Level Designation Record" Forms.

The Risk/Sensitivity form ranks each CLIN as Low, Moderate or High Risk based on the nature of work performed, access to sensitive data, systems, and degree of authority and fiduciary responsibility. Instructions for completing the Risk/Sensitivity form are included in Order 1600.1D.

Order 1600.1D states that:

> The minimum investigative requirement for Contractor employees occupying low risk positions is a fingerprint check…the minimum investigative requirement for those critical areas will be raised to a National Agency Check with Inquiries (NACI). The minimum investigative requirement for positions involving fiduciary responsibilities (or impacting

national security) will be raised to a National Agency Check with Inquiries and Credit (NACIC).

With the exception of those with critical involvement in systems or programs that could have an impact on national security, most labor categories will be rated as low or moderate risk.

Write the Appropriation Code to be charged in the upper right corner of the Risk/Sensitivity form.

- The requesting Office must provide the funds to pay for the required security investigation. The costs are $23.00 for a fingerprint check, $77.00 for NACI, and $87.00 for NACIC. The TOR shall write the appropriation code to be charged in the upper right corner of the Risk/Sensitivity form (cost may be subject to change).

Fingerprints may be obtained at the FAA HQS Lobby. Copies of Order 1600.1D are available and may be obtained from the FAA's security office.

As part of the task order administration process, the TOR/customer shall be required to review the contractors quarterly security reports (submitted in accordance with AMS Clause 3.14-2, Contractor Personnel Suitability Requirements). The TOR/customer shall ensure that **EVERY BITS II CONTRACTOR EMPLOYEE** working on their task order has submitted SF-85P documentation (and received a clearance from FAA security) as appropriate. The BITS II Program Office will make the quarterly reports available to the TORs/customers.

8.2. Questionnaire for Public Trust Positions, SF-85P

Contractor Responsibilities

- Each BITS II Contractor is responsible for assuring that the SF-85P is completed and submitted to ACO-350. The SF-85P form is to be completed by the individual Contractor employees.

- The Contractor shall provide the CO with a list of all contract personnel who have submitted form SF-85P and/or Risk/Sensitivity form.

8.3 Notification to CO

Contractor Responsibilities

- As required per AMS clause 3.14-2, Contractor Personnel Suitability Requirements, the Contractor shall submit to the CO (on a quarterly basis) a list of all personnel who have received a security clearance from ACO-350, personnel who have received clearances from other Agencies, in addition to a list of all personnel who have submitted form SF-85P within one month of the action taken. The list shall include the following information by Task

Order number:

- Name of personnel
- Labor Category
- Level of security sought
- Date SF-85P submitted (if applicable)
- Date and place of fingerprint (if applicable)
- Date and level of security clearance granted

➢ In the case of Contractor personnel who have received clearance from other agencies, the following additional information shall be provided:
  - Date and level of security clearance
  - Certifying Agency

➢ In any case where a security clearance lapses, or is denied or revoked, the CO shall be notified within five business days of the date that the Contractor receives notice.

8.4. Return of IDs Issued Under BITS II

Because DOT IDs permit access to sensitive areas within DOT offices, the proper management of such IDs is essential to maintaining security.

➢ BITS II Contractors are responsible for assuring that all DOT IDs issued under the BITS II contract are properly managed. Upon the completion or termination of a Task, or reassignment or departure of contract personnel, any DOT IDs issued under the BITS II contract shall be returned to the COTR. An exception to this is where the Contractor personnel will continue working on other BITS II Tasks.

➢ Where a Contractor employee or subcontractor is dismissed or a Task completed or terminated for cause, the Contractor shall return to the COTR any DOT IDs issued under BITS II with written notification of the termination within 7 days of the termination.

➢ The BITSII COTR will return the badge(s) to the FAA security office with a cover letter which includes the contractor's information and contract number.

8.5 Proprietary Information

The BITS II Team may have for access to and use of various types of proprietary, sensitive or restricted data and information in the possession of the government. Therefore, the BITS II Team Members agree to abide by any restrictive use conditions on such data.

BITS II Team members may be required to sign a non-disclosure agreement.